



Violence and Aggression Towards Staff Policy

2026 – 2027

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'The Love of Christ Shines Here'

Our School is Christ-centred where Gospel values permeate our daily lives.

We extend our hand of friendship to the wider community in the spirit of love, peace and justice.

We create opportunities to celebrate the uniqueness of every child and nurture them through a stimulating and enriching curriculum.



Violence and Aggression Towards Staff Policy

Our Lady and St. Philomena's Catholic Primary School is committed to creating a safe, secure and supportive environment for all employees, pupils and visitors. The Headteacher and Governing Body recognise their legal and moral duty to ensure the health, safety and welfare of staff.

Violence, threats, verbal abuse or intimidation towards any member of staff will not be tolerated under any circumstances. This policy outlines the preventive measures, reporting procedures and legal remedies available to protect employees in the execution of their duties.

Scope and Statutory Framework

This policy applies to all employees, governors, agency personnel, student placement teachers and volunteers working at Our Lady and St. Philomena's Catholic Primary School.

It applies to incidents occurring on the school premises, as well as off-site activities (such as educational visits) or digital communications (including email, telephone calls, online platforms and social media).

This policy operates in accordance with the following legislation and statutory guidance:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Section 547 of the Education Act 1996 (nuisance or disturbance on school premises)
- Protection from Harassment Act 1997
- Safety Representatives and Safety Committees Regulations 1977
- DfE Guidance: *School and College Security and Keeping Children Safe in Education*

Definitions

For the purposes of this policy, violence and aggression towards staff is defined as any incident in which an employee is abused, threatened, intimidated or assaulted by a pupil, parent, carer, visitor or colleague in circumstances arising out of their employment.

This includes:

- **Physical Assault:** Any intentional or reckless application of force (e.g. hitting, kicking, biting, pushing, spitting or throwing objects).
- **Verbal Abuse:** Insults, derogatory remarks, screaming, foul language, personal attacks or slurs related to protected characteristics under the Equality Act 2010.
- **Threatening or Intimidating Behaviour:** Stalking, aggressive body language, blocking movement, brandishing weapons or making explicit threats of physical harm against staff or their families.
- **Digital Abuse and Online Harassment:** Sending abusive emails, malicious telephone messages, or posting defaming or abusive comments on social media platforms.

Roles and Responsibilities

The Governing Body

- Ensure that robust policies and procedures are in place to safeguard staff welfare.
- Monitor reported incidents of violence or aggression annually to evaluate the effectiveness of control measures.



- Authorise formal legal steps, such as site bans under Section 547 of the Education Act 1996, where appropriate.

The Headteacher

- Maintain a culture of zero tolerance towards violence and harassment.
- Ensure suitable risk assessments are conducted and control measures implemented for high-risk situations or individuals.
- Ensure all reported incidents are investigated promptly, supported fully and recorded accurately.
- Provide appropriate post-incident support, occupational health referrals or counselling for affected staff.
- Inform the police and Local Authority where criminal acts or severe harassment occur.

All Staff

- Treat colleagues, parents, pupils and visitors with dignity, courtesy and professionalism.
- Adhere to school safety protocols, dynamic risk assessments and de-escalation techniques.
- Report all incidents of verbal abuse, threats or physical aggression immediately using the school's established incident reporting system.
- Refuse to tolerate abuse and terminate conversations or meetings that become aggressive or hostile.

Preventative Measures and Risk Management

Our Lady and St. Philomena's Catholic Primary School proactively manages site security and interpersonal risk through the following measures:

Environmental and Access Controls

- Secure perimeter fencing, controlled visitor access gates and main entrance intercom systems.
- Clear signage directing all visitors to report to the main reception and sign in before entering pupil areas.
- Visitor badges required for all external contractors, visitors and volunteers on site.

De-escalation and Training

- Staff receive training in de-escalation strategies, conflict management and positive handling protocols (where applicable for pupil management).
- Meetings with parents or carers known to have exhibited hostile or volatile behaviour in the past must be pre-arranged, held in areas with easy exit routes, and attended by at least two members of staff (including a member of the Senior Leadership Team).

Telephone and Written Communication

- Staff are not expected to continue telephone calls where the caller becomes verbally abusive, swearing or aggressive. Staff may issue one warning and, if the behaviour continues, terminate the call and notify the Headteacher.
- Unreasonable or persistent abusive emails will be redirected to a designated senior leader for monitoring.



Incident Response Procedures

If an incident of violence or aggression occurs on site:

1. **Immediate Safety:** The priority is the physical safety of staff and pupils. Staff should summon assistance immediately using classroom call buttons, internal telephone systems or designated emergency signals.
2. **De-escalation:** Where safe, attempt to de-escalate the situation by keeping distance, using a calm tone and asking the aggressive individual to leave the premises.
3. **Police Intervention:** If an individual refuses to leave the site, threatens violence or attempts physical assault, staff must dial 999 immediately.

Post-Incident Support and Action

Following any incident involving violence, threats or severe verbal abuse:

Immediate Care and Debrief

- The member of staff will receive immediate first aid or medical attention if required.
- A senior leader will conduct a supportive debrief on the same day to assess wellbeing and arrange cover for duties if necessary.

Incident Reporting and Investigation

- The incident must be documented fully on the school's internal health and safety incident log within 24 hours.
- Severe incidents resulting in specified injuries or medical treatment will be reported to the Health and Safety Executive (HSE) under RIDDOR regulations by the School Business Manager.
- The Headteacher will conduct a full investigation to establish facts and update risk assessments to prevent recurrence.

Actions Regarding Aggressive Parents or Visitors

Where a parent, carer or visitor displays aggressive or abusive behaviour, the Headteacher may take the following progressive actions:

- **Formal Written Warning:** Issued to the individual outlining unacceptable conduct and stating expected standards for future communication.
- **Communication Restrictions:** Restricting contact to written channels only or requiring all future visits to be pre-booked with a senior leader.
- **Site Barring (Section 547 Education Act 1996):** The Headteacher or Governing Body may formally withdraw the individual's implied licence to enter the school grounds. Entering the site while barred constitutes a criminal trespass offence and may lead to police prosecution.

Actions Regarding Pupil Aggression

Where physical aggression or severe verbal abuse is committed by a pupil:

- The incident will be managed in accordance with the school's **Behaviour Policy** and **Special Educational Needs Policy**.
- Risk assessments and individual behaviour plans will be updated immediately.



- Sanctions may include internal exclusion, fixed-term suspension or permanent exclusion, depending on the severity and context of the incident.

Staff Wellbeing and Occupational Health

The Headteacher and Governing Body recognise that incidents of abuse or assault can cause significant psychological distress. Affected staff will be offered:

- Access to confidential employee assistance programmes and professional counselling services.
- Referrals to Occupational Health where appropriate.
- Support and time off to attend police interviews, legal proceedings or medical appointments resulting from an incident.

Monitoring and Review

This policy will be reviewed biennially by the Governing Body in consultation with recognised trade union safety representatives, or sooner if required in response to statutory updates or significant incidents.